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Sent: Friday, February 20, 2009 9:53 AM
To: Williams, Catrice (DTC)
Subject: Verizon

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Hello Ms Williams;

My mother tells me you are taking complaints about Verizon and its service. This week I planned to change my service from Comcast to Verizon and Direct TV.

I live in Montague, MA and I own a duplex in which my parents live on one side and I live on the other. I went on Verizon's website and ultimately had to call the customer service center to set up service. The rep asked for my phone number to check my line to make sure they could provide me with the phone and internet service I was requesting. I didn't think there would be a problem because my parents – who live right next door have Verizon high speed internet.

The rep came back on the line and told me that I could only have dial up internet service – I said that can't be right and she told me she had checked my phone line etc. so I ended the conversation and immediately called my mother to see what provider she was using – she said Verizon and I asked her if she was using dial up and she said NO she has high speed. So I called back and spoke to another rep and explained the situation she took both our phone numbers to check and came back with this explanation:

They can only provide high speed / DSL service 17,800 feet from the central unit and my parents are just under that distance and I am over that distance. I told her that's the most ridiculous thing I had ever heard – we basically live in the same house. I asked her how they make that determination and she told me its where the lines come into the house. I explained to her that the lines come to a junction box at the center of the house and then splits off into either side of the house. That we share a wall and our phone jacks are opposite each other on that wall. She told me she understood what I was saying but unfortunately that was their cut off and that she would pass on the situation for review but that she didn't think anything would come from it.

So for now I do not have internet service at my side of the house. I cancelled Comcast due to their horrible customer service and due to the cost.

I hope this information will help you with improving the internet service in our region.

Thank you,

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